

Solutions-focused Breakouts - Broadband Solutions

Wednesday, May 15, 2024

10 – 11 am	Jeremy Graves <i>President, Pivot</i> Bailey White <i>Co-Founder, CrowdFiber</i>	Building a Great Customer Experience from Start to Finish Join two of our most knowledgeable experts, who have worked with hundreds of members, as they share the keys to marketing your services and building an exceptional customer journey.
11 am – 12 pm	Teresa Ferguson <i>Sr. Director, Broadband & Infrastructure Funding</i> Greg Conte <i>Director of the Texas State Broadband Office</i> Matt Schmit <i>Director, Illinois Office of Broadband</i>	From Application to Approval: Insights from State Broadband Directors Gain valuable perspectives on the funding journey from application to approval as state broadband directors share their insights. Discover best practices, common pitfalls, and essential strategies for navigating funding requirements effectively.
12 – 1 pm		Lunch
1 – 2 pm	Sharon Bird Jason van Niekerk	Better results with connected data A high-quality design is the cornerstone of helping you operate the business. You'll get ideas on how members used design to setup their bill of materials, budget, inventory tracking, grant reporting, etc. along with how they leveraged electronic design during a weather restoration event.
2– 3 pm	John Szymanowski	Drop Construction & Subscriber Turn-up There are different approaches to drop construction such as pre-constructing drops prior to service orders or success-based drop construction driven by service orders. This decision can drive subscriber activation rates but can also have an impact on your budget. Hear how these members navigated these decisions lessons learned.
3 – 3:15 pm		Break
3:15 – 4:10 pm	Alana Pilkington <i>VP Broadband & Internet Services</i>	A Day in the Life of an ISP What does an average day look like once the initial build project is complete and operations have stabilized according to these members. Hear how they staff the various team including residential vs business services sales/engineering as well as what they consider the optimal service plan types and other tips.
4:10 – 5 pm	Aaron Bennett	Beyond Residential Internet Service



VP Broadband Development You are providing residential internet service – what else should you be thinking about? Hear how these members expanded into other ways to leverage and monetize their fiber network with things like:

- Mobile Bundle
- Business Services
- Video Bundle
- Fiber Leasing
- E-Rate